

PUBLIC SERVICE COMMISSION OF WISCONSIN

Memorandum

January 30, 2001

TO: Chairperson Ave M. Bie
Commissioner Joseph P. Mettner
Commissioner John H. Farrow
Robert Garvin, Executive Assistant
Edward Marion, Chief Counsel
Division Administrators

FROM: James L. Lawrence, Consumer Affairs Program Manager
Division of Water, Compliance, and Consumer Affairs

RE: 1. 2000 Annual Consumer Contact Report
2. 2000 Second Half Consumer Contact Report
3. 2000 Annual Report on Contacts Regarding Major Utilities

Introduction

This report has three sections – annual and second half consumer contact statistics and analysis and contact information for major individual utilities.

We have completed the third year of using the new Consumer Contact Reporting System. The new system uses a revised coding structure for complaints and other contacts, so there are several changes from the information provided in previous reports. However, we can now compare statistics to the previous two years and do more trend analysis.

Please let me know if you have any questions, suggestions for improving the report or additional information you would like to see included.

Definitions

The following definitions will assist readers in interpreting the statistics in this report.

Consumer contacts are recorded as complaints, inquiries or opinions. The definitions of the contact types are:

- **Complaint:** A contact from a consumer expressing dissatisfaction with an action, practice or conduct of a utility and/or its employees. Also includes contacts expressing dissatisfaction with an action, practice or conduct of the Public Service Commission or entities which the public considers to be similar to regulated utilities, such as cable television, sewer, electric coops, cellular phones and Internet service providers. Complaints may or may not conclude with a determination of error or administrative rule/statute violation on the part of the company.

- **Inquiry:** A contact from a consumer or utility to solicit or verify information regarding utility or PSC service, practices, rules, administrative rules, statutes, etc. If, after being given the information, a consumer expresses disagreement or dissatisfaction, the contact should be coded as a complaint.
- **Opinion:** A consumer contact with the PSC to voice views on a particular pending issue or condition, such as a pending rate case, proposed rules, a proposed service offering, proposed mergers, etc. If after the Commission, or another body, has made a decision on an issue, we get contacts expressing dissatisfaction with the decision, the contact is recorded as a complaint.

The consumer contact reporting system requires staff, for each informal complaint closed, to make a determination as to whether or not the substance of the complaint was justified. Realizing that this may often be a subjective decision, staff use the following definitions when making their determinations:

- **Complaint was justified:** This code is used if the substance of the complaint is found to be generally valid. This will always be the case if it is determined that a law or PSC Administrative Rule was violated. A complaint can be valid even if there is not a violation of a rule or statute. For example, the utility may have made an error in posting a bill payment, or a utility employee may be found to have been unreasonably rude in dealing with a customer.
- **Complaint was not justified:** This code is used if the substance of the complaint is not found to be valid, i.e. the utility was not at fault and met PSC expectations in working with the customer.
- **Complaint was partially justified:** This code is used if it cannot be determined that the complaint was completely valid or justified, but that the utility could have taken actions to avoid the complaint. For example, no rule or statute was violated but better customer education or a better explanation to the customer was warranted.
- **Undecided – not enough information:** This code is used if there is not enough information to make a reasonable determination as to the validity of the complaint. Staff are encouraged to make a determination whenever possible – use of the code should be minimal.
- **Not applicable:** This code is used whenever recording an initial staff determination regarding the contact is not applicable, for example, when the consumer contact is recorded as an inquiry or opinion – not a complaint.

2000 Year End Report/Analysis

Consumer Contacts Increase

The number of consumer contacts to the Commission in 2000 increased by 3,124 from 1999. There were 13,854 contacts.

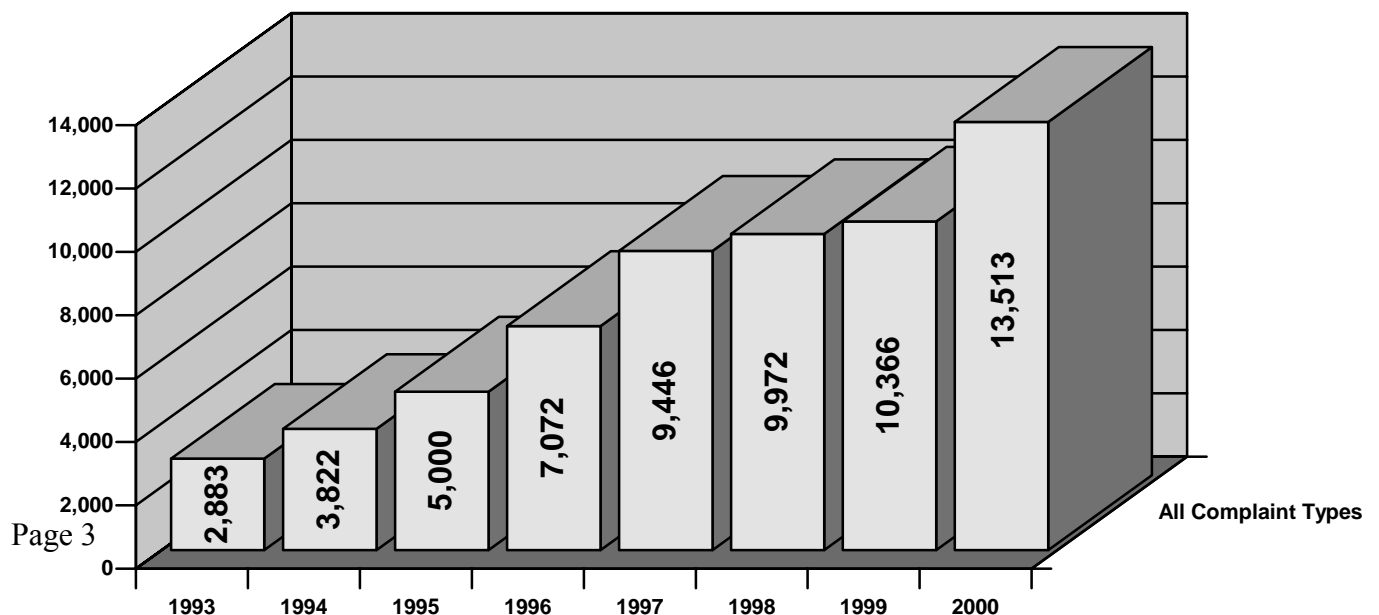
Contacts:	1 st Half	2 nd Half	2000 Total	Change From Last Year
Complaints	5,414	8,099	13,513	+3,147
Inquiries	129	98	227	-31
Opinions	45	69	114	+8
Total	5,588	8,266	13,854	+3,124

- Note: Statistics may be different from past reports because records are corrected when recording errors are discovered after a prior report date.

New Record for Complaints

The total complaints received by the PSC from consumers in 2000 was **13,513** – a new record. This is an increase of 30 percent over the 10,366 complaints received in 1999 and 36 percent over the 9,972 complaints received in 1998. Thirty-nine percent of all complaints closed were found by the PSC staff to have some validity. Approximately 97 percent of the complaints received in 2000 were handled by the Consumer Affairs Unit. This is up slightly from the 95 percent for last year and 93 percent in 1998. In 1996 and 1997 the Consumer Affairs Unit also took 95 percent of the complaints recorded. Prior to 1996, the percentage was consistently around 85 percent. Ninety percent of the complaints were received by phone. Five percent of the complaints were received by mail, and an additional 5 percent were received by e-mail or through the agency's website. The number of website complaints is up from 2 percent last year.

Annual Totals



Complaint Validity

Readers should note that following Commission staff investigation of complaints, utilities were found to be meeting Commission expectations in 60.9 percent of the cases.

The statistics for 2000 were:

Informal Staff Determination	#	%
Justified	3,462	27.9
Partially Justified	1,383	11.2
Not Justified	5,908	47.7
Undecided-Not Enough Information	1,407	11.4
Not Applicable	236	1.8
Total Closed	12,396	

Note: This data is for year 2000 complaints closed as of January 4, 2001.

Combining the totals for justified and partially justified complaints indicates that utilities were not meeting PSC expectations for working with customers in 39.1 percent of the complaints closed in 2000. This is an improvement of 7.7 percentage points from last year. In 1999, 46.8 percent were determined by staff to be at least partly justified.

Change by Industry

The number of complaints increased from 1999 for all of the utility industries (telephone, electric, gas, and water). As a percentage of all complaints received, telephone complaints increased from 69 percent to 74 percent. As a percentage of the total complaints, this is the highest it has ever been. The previous high was 72 percent in 1998. The percentage of total complaints for electric and gas decreased, while water stayed the same.

Telephone

Telephone industry complaints were 74 percent of all complaints received last year. That is up from 69 percent last year and 72 percent the previous year. In 1993 and 1994 telephone complaints were 42 percent of the total. The 9,980 telephone complaints last year are a 39 percent increase from the 7,181 received in 1999. The number of complaints in 1998 and 1999 were virtually the same. Forty-four percent were deemed “justified” complaints.

There were 5,630 Ameritech complaints, 56 percent of the total telephone complaints. This is a 52 percent increase from the 3,696 complaints received in 1999.

There were 2,799 more telephone complaints than the previous year. The increase is from Ameritech (+1,934), AT&T (+756), and CenturyTel (+167). MCI (-164) and GTE/Verizon (-67) both had fewer complaints than the year before.

Ninety percent of the Ameritech increase was the result of service problems experienced by the company in the summer and early fall of 2000. The increases were in complaints for service outages (+972), repair service (+497) and delays in installation of service (+274). After an investigation into the extent and causes of the service problems, the Commission issued a consent order requiring Ameritech to pay over \$10 million to customers who experienced poor service quality. This was in addition to \$3.5 million voluntarily paid in special credits to these customers. Additional Ameritech complaint increases were for billing for services or features which customers alleged were not ordered (+85), disputes over rates and charges for various services (+56), and directory information charges and services (+52).

For AT&T, the largest increase was for complaints regarding high rates, rates that were higher than expected, or other billing errors (+409). Many of these complaints were from customers who had much higher than expected rates when using calling cards. Minimum monthly charges and “threshold billing” (billing for a three-month period if the cumulative amount of the bill is less than \$30) were also issues for customers. There was an increase of 95 complaints from persons who were not current AT&T customers, but continued to be billed monthly recurring charges. There was also an increase of 66 complaints related to extremely high charges for operator assistance calls completed after accessing directory assistance, and other directory assistance charges. The cost was not disclosed to customers prior to their use of the service. The Commission issued a Consumer Alert regarding this practice. AT&T complaints regarding pay per call billing (900 numbers) increased by 62. These complaints included several for calls that were completed (sometimes without the customer’s knowledge) when accessing certain features on Internet sites.

The CenturyTel increases occurred in the fourth quarter, and mostly involved complaints regarding billing problems which occurred after CenturyTel purchased several exchanges from Verizon.

“Customer change to provider of choice” complaints increased by 99 for the year, after an increase of 103 the previous year. They usually involve desired changes in a long distance provider not being made in a timely manner, but nearly 40 percent of them involve customers who are experiencing difficulties switching from an incumbent local service provider (ILEC) to a competitive local service provider (CLEC). The CLEC must order the service changes through the ILEC and delays result from communications issues between the two companies. The delays occur most often when new facilities need to be installed in the business or residence, or when the service order involves many lines and features.

We also saw an increase of 117 complaints from customers who programmed their computers to access an internet service provider at a number (either long distance or Extended Community Calling) which incurred per minute charges, resulting in extremely high bills in some cases.

Slamming complaints decreased by 115 last year, continuing a trend of the past two years. New FCC rules concerning slamming (which took effect in 1999) and increased enforcement actions at the state and federal level are continuing to have an effect.

Electric

The second largest percentage of complaints received is from electric companies (17 percent). The 2,395 electric complaints last year reflects a 10 percent increase (+210) from the 2,185 received in 1999, and a 31 percent increase from the 1,835 received in 1998.

The increase is explained by an increase of 220 in electric related complaints regarding Wisconsin Electric Power Company (WEPCO). The increases were primarily complaints regarding disconnection for nonpayment and collection of previously unpaid bills, and reflect a continuation of more aggressive bill collection practices for the company.

The largest complaint types for electric utilities are disconnection for nonpayment issues, deferred payment arrangements, disputes regarding the responsible party for billing, refusal of service, and disputed amount of electricity usage.

Natural Gas

Gas related complaints increased by 59 last year, an 8 percent increase. Gas complaints were 6 percent of the total complaints received. These complaints also increased by 3 percent from the 1998 level.

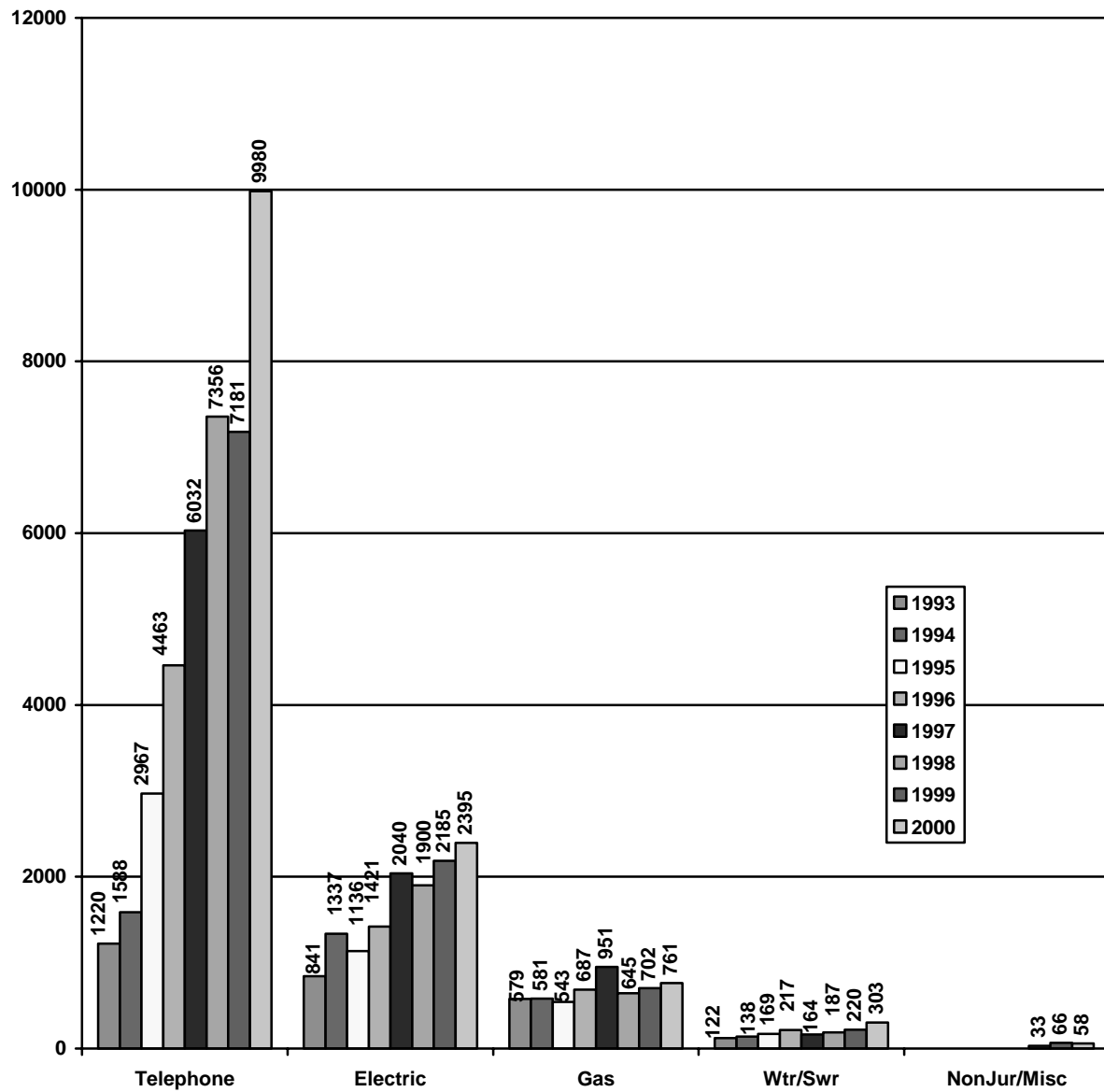
The increase is primarily explained by an increase of 110 complaints for Wisconsin Gas Company. Gas complaints for other utilities either stayed the same, or decreased slightly. The Wisconsin Gas increases were in complaints related to disconnection for nonpayment, reflecting stepped-up collections efforts.

The largest numbers of complaints for all gas utilities are disconnection for nonpayment issues, deferred payment arrangements, determining the responsible party for billing, refusal of service issues, and disputed amount of gas use. An emerging issue toward the end of 2000 was the huge increase that customers were seeing in their gas bills due to the increased cost of natural gas at the wellhead. Twenty-one of these complaints were recorded in December. Although wellhead prices are not regulated at the state or federal level, and utilities do not earn a profit on the high prices, this is not understood by customers and they contact the Commission to express their anger and frustration. The Commission has issued two press releases to explain the price increases and to urge customers to conserve and/or seek Low Income Energy Assistance.

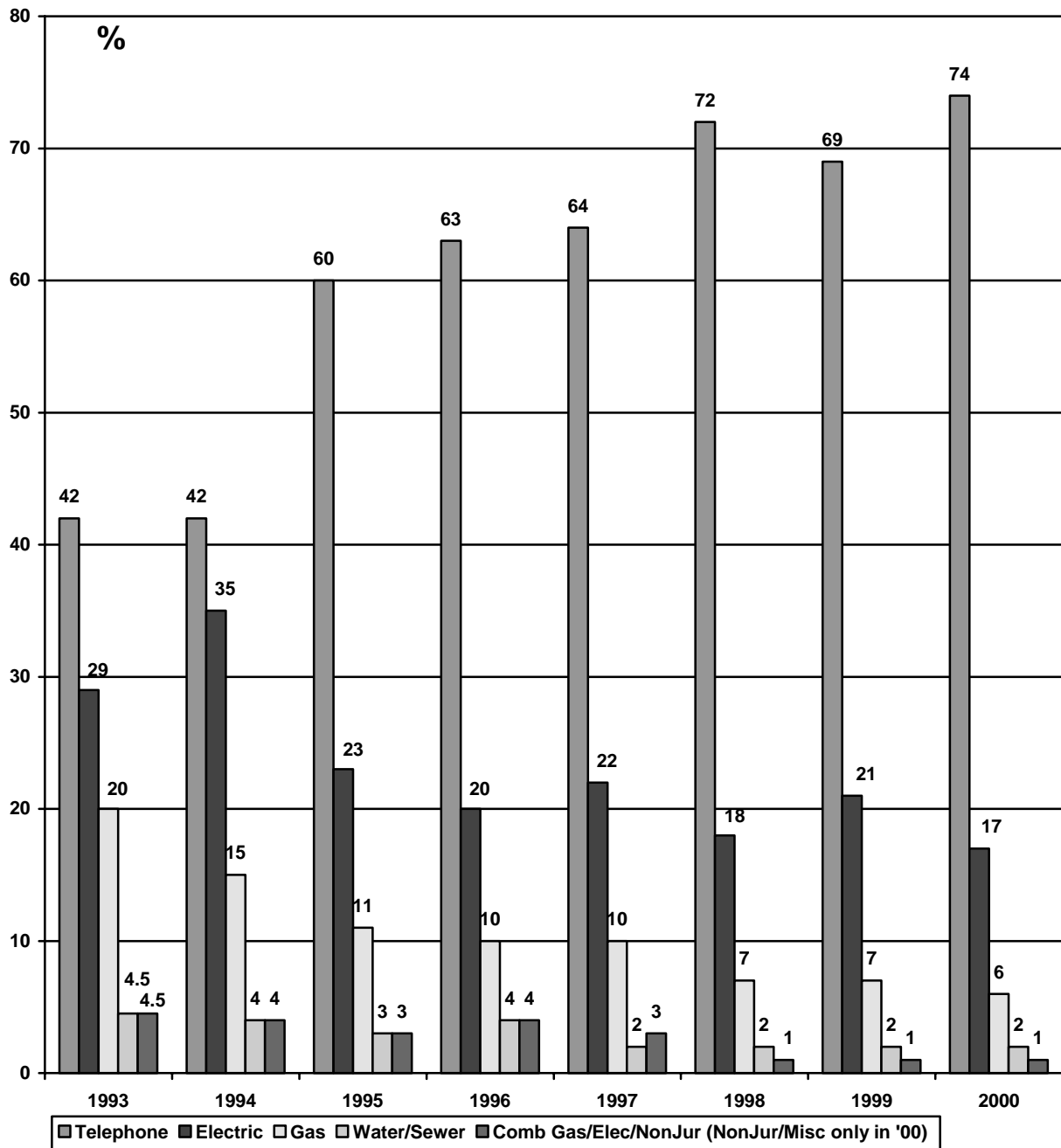
Water and Sewer

Water complaints are only 2 percent of the total. The 303 complaints received last year were the most ever, a 38 percent (+83) increase from 1999 and an increase of 47 percent from 1998. The largest complaint types for water utilities are disputed amount of water use, disconnection issues, high rates, and backbilling issues.

Total Annual Complaints By Utility Type



Percentage of Total Annual Complaints By Utility Type

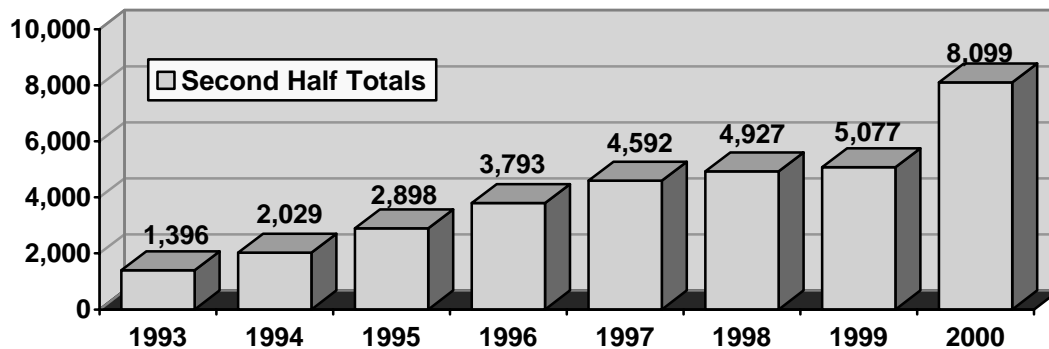


2000 Second Half Report

New Half Year Record

The PSC received a record number of consumer complaints during the second half of 2000. The **8,099** complaints recorded exceeds the previous record of 5,416 set in the first half of this year. Fifty-four percent of the complaints closed during the period were found to be “justified” by PSC staff. The second half complaints were a 50 percent increase over the first half of 2000 and a 60 percent increase from the 5,077 received in the second half of last year. The second half totals have increased each year since 1993 (see graph below).

Second Half Total Complaints



Change by Industry

Compared to the second half of 1999, the number of complaints received increased in every utility category.

Electric complaints increased by 129 (12 percent). This increase can be largely attributed to an increase for Wisconsin Electric Power Company electric complaints of 143 over the second half last year.

Natural gas complaints increased from the number of complaints in the second half last year, going from 323 to 459, a 42 percent increase. This can be explained by an increase of 158 Wisconsin Gas Company complaints from the second half last year.

Water complaints went from 105 in 1999 to 140 in 2000, a 33 percent increase. Most water complaints involve metering and usage disputes. There were also 18 complaints regarding billing issues and 10 related to disconnection for nonpayment.

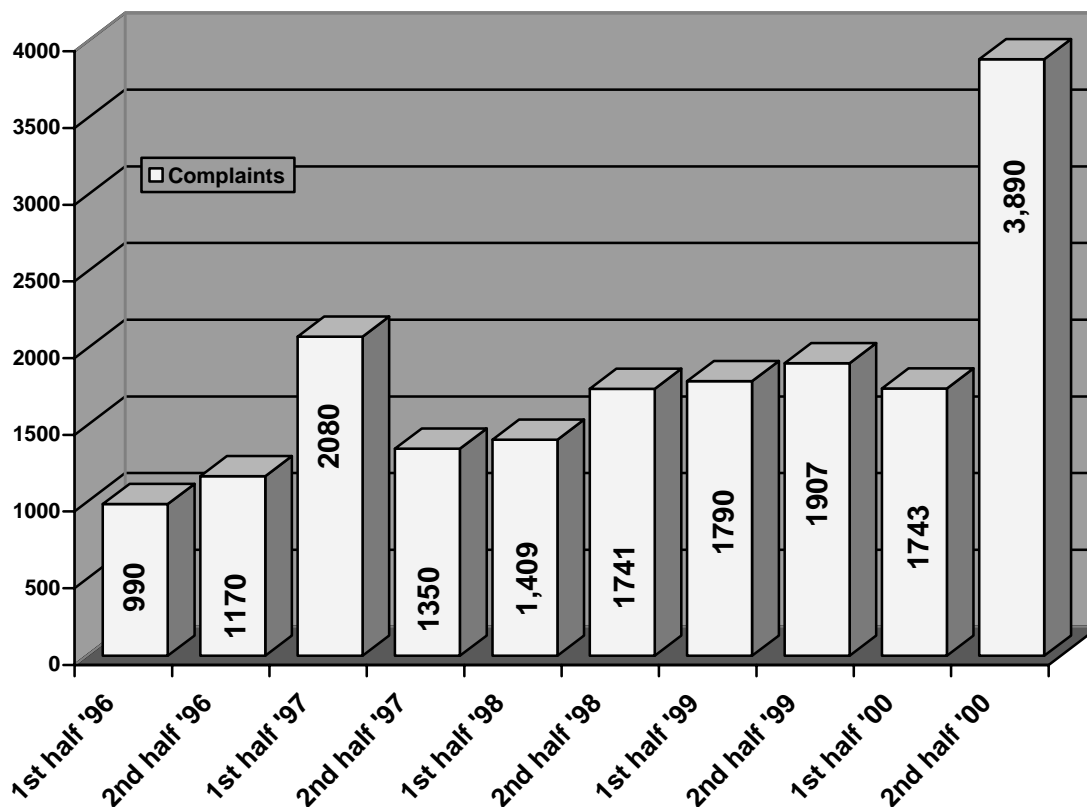
The increase in miscellaneous complaints was caused by an increase in non-jurisdictional complaints such as cable TV, cell phones, or propane. These complaints were referred to other agencies.

Telecommunications

We received 6,244 telecommunications complaints this half, which is 77 percent of the total complaints taken. In the second half of 1999, they were 70 percent of the total complaints. Telecommunications complaints increased by 2,506 (67 percent) over the last half and increased by 2,704 (76 percent) over the second half of 1999. Forty-six percent of the complaints were deemed “justified.”

The increase in telecommunications complaints is largely explained by an increase of 1,983 for Ameritech. There were 3,890 Ameritech complaints this half, 64 percent of the total telephone complaints. This is a 123 percent increase from the previous half and a 104 percent increase from the second half of last year. The increase in complaints was primarily the result of outages and service problems which the company experienced in the second half of the year. Complaints regarding outage/loss of service, repair service, and installation of new service increased by 1,545 over the last half of 1999. This is a 684 percent increase. In addition, there was an increase of 187 (174 percent) for complaints regarding accuracy of bills, such as disputing that calls were made, charging an incorrect rate, and billing for a service or feature that was not ordered. Disconnection for nonpayment complaints increased by 48, and there was an increase of 45 for per-minute charges for ISP access.

The following graph shows the trend for Ameritech:



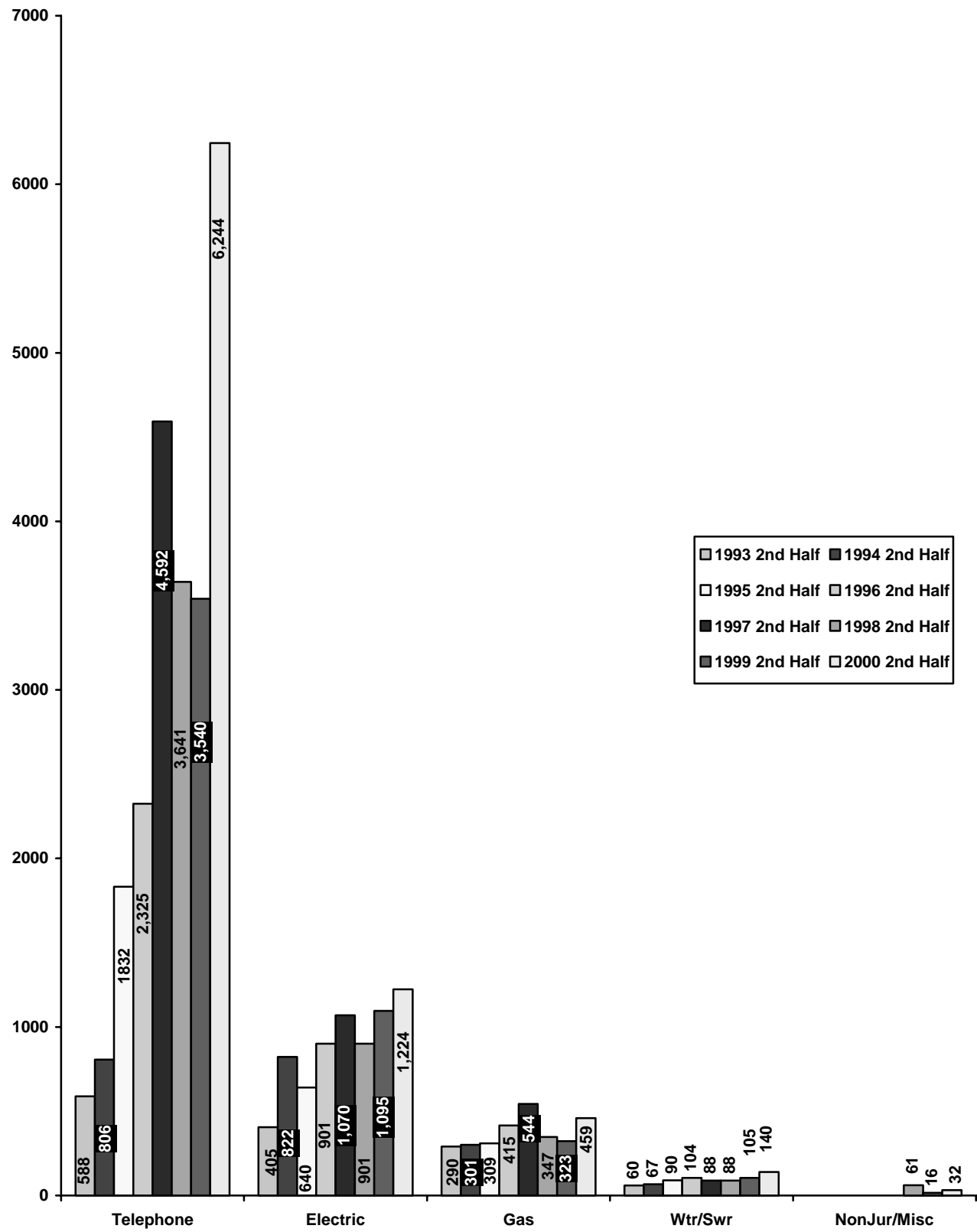
Complaints regarding five companies: Ameritech (3,890), AT&T (714), MCI Worldcom (267), CenturyTel (266), and Verizon (228) comprise 86 percent of the telecommunications complaints.

AT&T complaints increased by 310 (77 percent) over the second half last year. This increase was primarily in billing related complaints, such as being charged a rate different from the rate expected or other alleged billing errors (+286). Many of the rate surprises involved calling card calls or operator assisted calls. There was also an increase of 44 in disputes regarding pay per use (900 number-type) billing. Often, these calls are completed from websites or involve international calls to small, obscure countries.

CenturyTel complaints increased by 266 (175 percent) over the second half last year. This is a function of having considerably more customers than last year due to acquisitions, and problems with converting billing processes for the newly acquired customers.

MCI Worldcom complaints decreased by 28, continuing a trend over the past year and a half.

This graph shows second half trends by industry:



Complaints by Category

The following table shows complaints by the broad areas of billing and credit, service, provider to provider issues and other. There are also subcategories of billing and credit and service. A table attached to the report shows quarterly and year-end totals for the complaint categories by utility type.

Billing and Credit	2000 2nd Half	1999 2nd Half	% Change
Accuracy of Bills	1,244	777	+60
Billing and Credit Procedures	819	574	+43
Disconnection and Other Terminations	1,863	1,566	+19
Rates and Tariffs	474	344	+38
Other Billing and Credit	106	173	-39
Total Billing and Credit	4,506	3,434	+31
Service			
Obtaining Service	963	549	+75
Quality of Service	1881	589	+219
Technical/Equipment Related Service Issues	31	16	+94
Customer Assistance/Pilot Programs	44	39	+13
Damage/Safety/Facility Location	39	52	-25
Other Utility Service Related Issues	322	199	+62
Total Service	3,280	1,444	+127
Provider to Provider Issues	35	33	+6
Other	278	170	+64
Grand Totals	8,099	5,081	+59

Definitions of the complaint categories are available upon request.

Billing and credit complaints increased by 1,072 over the second half last year, an increase of 31 percent. Billing complaints were 56 percent of the total complaints taken for the period. Nearly every category of billing complaints increased. The largest increase was in the accuracy of bills category. These were primarily complaints about long distance companies from customers who claim they are billed at a different rate than the rate quoted at the time of the sale, being billed recurring charges by a long distance company which is not the current provider, and charges for services that were not ordered.

The second largest increase was in the billing and credit procedures category (an increase of 43 percent). The increases were in payment posting issues (+62), pay per call billing (+46), obtaining refunds for erroneous billing (+38), and bills not issued or received late (+24). The rates and tariffs category increases were for per minute charges for ISP access (+75) and complaints regarding high rates (+72), particularly unexpected high rates when using AT&T calling cards. The 19 percent increase in disconnection related complaints is due to more aggressive collections practices.

Service related complaints increased by 1,836 (127 percent) over last year. Service complaints were 40 percent of the total. This is a dramatic increase, since last year they were 26 percent of the total. The increases in the quality of service and obtaining service categories are a reflection of the service problems which Ameritech had in the second half of the year. The Ameritech increase was 88 percent of the increase in these categories. There was also an increase of 40 in complaints from customers who were experiencing difficulties in moving from an ILEC to a CLEC. In the “other” category, the largest increase was in directory information/operator services complaints (+51). These were complaints regarding the high cost of AT&T operator assisted calls and the increased cost of directory assistance by both AT&T and Ameritech.

The most prevalent types of complaints for the second half in each category are:

Billing and Credit

Accuracy of Bills -	Charged incorrect rate (310), bill for service or feature not ordered (299), other billing errors (264), disputed amount of use (178), and slamming (156).
Billing Procedures -	Responsible party for billing (237), deferred payment agreement (132), payment posting issues (122), pay per call billing (98), bill not issued or arrived late (59), and backbilling (57).
Disconnection and Other Terminations -	Disconnection threat (1076), and disconnected – nonpayment (744).
Rates & Tariffs -	High rate (190), minimum bill/customer charge (77), and per minute charges for ISP access (76).

Service

Obtaining Service -	Initial service (524), additional or changed service (174), customer change to provider of choice (132), toll and other phone service restrictions (54), and proof of residence/ID (40).
Quality of Service -	Outage/loss of service (1,073), repair service (575), and access to customer service (177).

Some notable increases from the first half of 2000 were:

Outage/loss of service (+943, 130 to 1,073)
Obtaining initial service (+389, 135 to 524)
Repair service (+345, 230 to 575)
Disconnection threat (+301, 775 to 1,076)
Disconnected—nonpayment (+257, 487 to 744)
Bill for service of feature not ordered (+154, 145 to 299)
Access to customer service (+79, 98 to 177)
Responsible party for billing (+59, 178 to 237)
Payment posting issues (+45, 77 to 122)
Additional or changed service (+42, 132 to 174)
High rate (+40, 150 to 190)
Per minute charges for ISP access (+33, 43 to 76)

The outage/loss of service, obtaining initial service, repair service, and access to customer service increases are all related to the Ameritech service problems in the second half of the year.

The disconnection related complaints reflect an increase in aggressive collections activities in the second half. Utilities with the largest increases were Ameritech (+198), Wisconsin Gas Company (+140), CenturyTel (+73), and Wisconsin Electric Power Company (+43).

The bill for service or feature not ordered complaints include being billed monthly recurring charges by a long distance company which is not the customer's current provider, bills for various types of phone calls which customers deny making, and bills for services or features (such as three-way calling or last number dialing) which customers deny ordering. Many of these complaints were regarding Ameritech (102), AT&T (74), and MCI Worldcom (33).

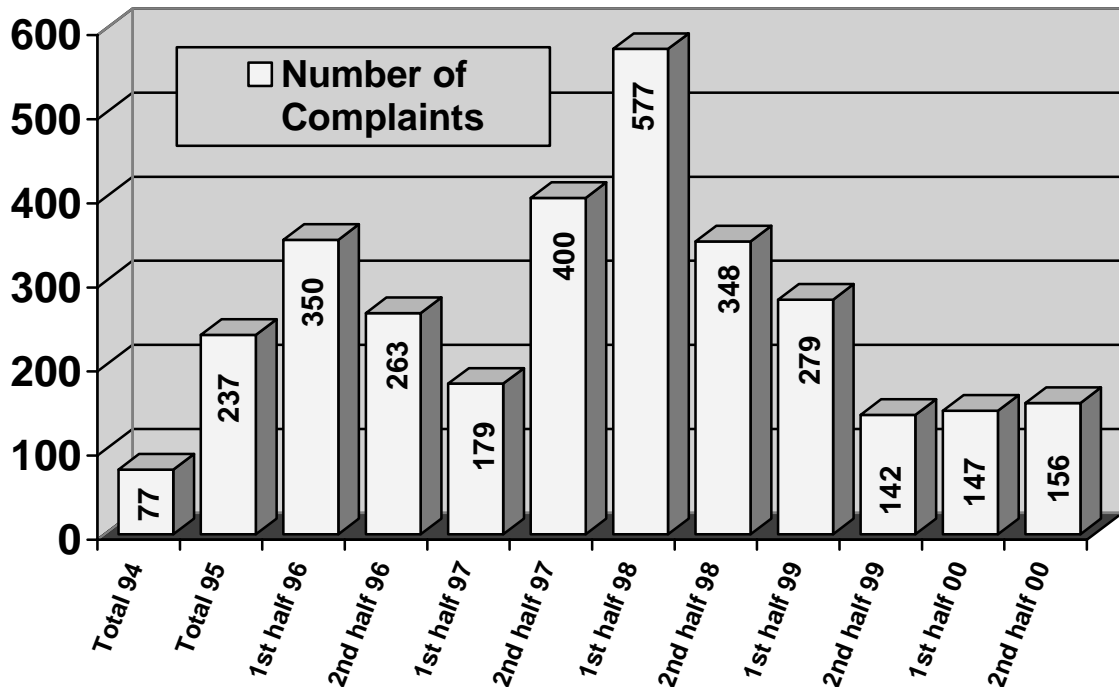
The responsible party for billing complaints are disputes regarding attempts to collect past final bills. The complainants allege that the bill is not their responsibility. These disputes are often the result of service that may have been fraudulently obtained and from landlord/tenant disputes. Most of these complaints are regarding WEPCO (76), Ameritech (62), and Wisconsin Gas Company (29). The payment posting complaints are primarily regarding Ameritech, with 62.

Unexpected large telephone bills as a result of per-minute charges for access to an ISP is a continuing and growing problem for consumers. In the last half of 2000, 76 of these complaints were received. The unexpected bills can be as high as \$500 or more. The Commission has issued consumer alerts on this topic, and has urged telecommunications companies to take measures to minimize the problem.

Slamming

Slamming complaints have stabilized at a lower level, but there was a slight increase with 156 complaints in the second half of 2000. This is an increase of 9 from the first half. New FCC Rules concerning slamming and stepped-up FCC enforcement actions seem to be having an effect. The new slamming rules, which took effect last April, no longer allow the "Welcome Package" method of verification of a switch in long distance providers.

Slamming



Note: Prior to September 1, 1995, slamming complaints were included within a broader complaint code called "sales practices", so the numbers for slamming prior to September 1995 may be slightly inflated. After slamming was given a unique code, there were 11 sales practice complaints recorded in 1995.

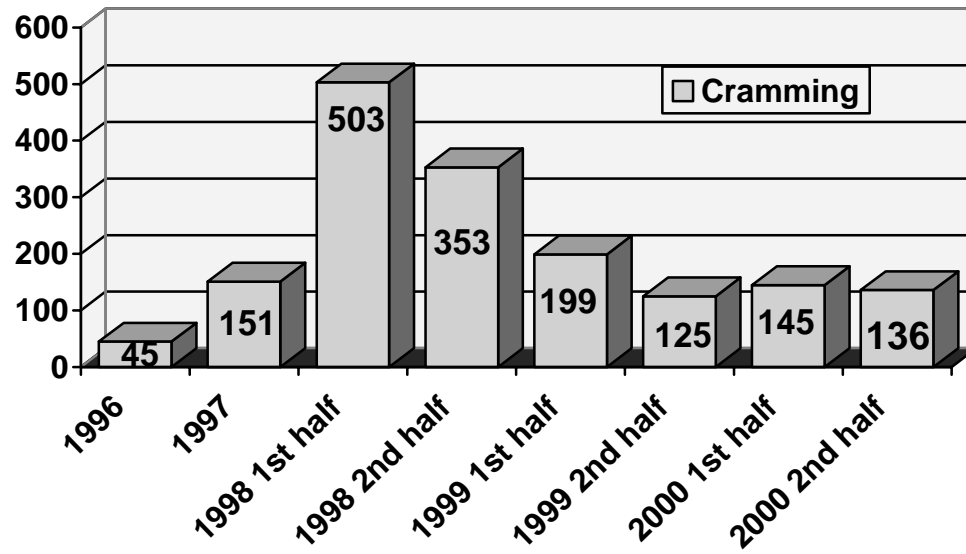
During the second half, the interexchange carriers and resellers with the largest numbers of complaints were:

MCI Worldcom	39
AT & T	23
Qwest Communications	14
Sprint	12

Cramming

The number of complaints regarding unauthorized adding of charges to the phone bill – known as "cramming" – decreased slightly from the first half of 2000. This continues a trend of lower complaint numbers. The 136 complaints recorded is the second lowest half-year total since 1997, when cramming first began to be a serious problem. A factor in the decrease may be increased efforts by local exchange companies to combat cramming. An example of these efforts is canceling billing agreements with third party service providers which have large numbers of complaints. In addition, Ameritech began using a revised billing format which allowed customers to more easily spot unauthorized charges.

Cramming



Complaints for Major Utilities

This section includes two tables. The first table provides information on the number of complaints received for each quarter and the 2000 total for each of the major utilities in each industry. The second table gives information for the year on the number of complaints per thousand customers (or access lines for telecommunication local exchange carriers). Customer/access line information is not available for the interexchange carriers. The information on customers/access lines comes from the annual reports which utilities file with the PSC. For comparison purposes, totals for 1999 are also included.

Some observations from the total complaints table:

- Ameritech complaints increased by 1,934 (52 percent) over last year and were also 76 percent higher than 1998. Ninety percent of the Ameritech increase was the result of service problems experienced by the company in the summer and early fall of 2000. After an investigation into the extent and causes of the service problems, the Commission issued a consent order requiring Ameritech to pay over \$10 million to customers who experienced poor service. Additional Ameritech complaint increases were for billing for services or features which customers alleged were not ordered, disputes over rates and charges for various services, and directory information charges and services.
- The CenturyTel of Wisconsin increases occurred in the fourth quarter and mostly involved complaints regarding billing problems which occurred after CenturyTel purchased several exchanges from Verizon. With additional acquisitions last year, CenturyTel is now the second largest telecommunications utility in the state.
- AT&T complaints increased by 757 (122 percent), continuing an upward trend from the past two years. The largest increase was for complaints regarding high rates, rates that were higher than expected, or other billing errors. Many of these complaints were from customers who had much higher than expected rates when using calling cards. Minimum monthly charges and “threshold billing” (billing for a three-month period if the cumulative amount of the bill is less than \$30) were also issues for customers. There was an increase in complaints from persons who were not current AT&T customers, but continued to be billed monthly recurring charges, complaints related to extremely high charges for operator assistance calls completed after accessing directory assistance, and other directory assistance charges. The cost was not disclosed to customers prior to their use of the service. The Commission issued a Consumer Alert regarding this practice. AT&T complaints regarding pay per call billing (900 numbers) also increased.
- MCI Worldcom complaints decreased by 22 percent as a result of fewer billing related complaints and improved customer service response.
- Wisconsin Gas Company complaints increased by 29 percent after a downward trend over the past two years. The increases were in complaints related to disconnection for nonpayment, reflecting stepped-up collections efforts.

- Wisconsin Electric Power Company complaints increased by 194 (12 percent) and Wisconsin Public Service Corporation increased by 25 (11 percent). The increases were primarily in complaints regarding disconnection for nonpayment and reflect more aggressive bill collection practices for both companies.
- Complaints for Milwaukee Water increased by 11 (14 percent). The majority of the complaints were metering and usage disputes.

Some observations from the “complaints per thousand customers” table:

- Ameritech’s complaint rate increased and GTE’s decreased. Ameritech’s complaint rate is significantly higher than GTE for 2000. Ameritech’s rate increased significantly over last year, and Ameritech is the only utility with a rate of over two complaints per thousand customers.
- The natural gas related complaint rate decreased or stayed the same for all companies except Wisconsin Gas Company. Northern States Power (Xcel) had the largest decrease (-0.17).
- The electric complaint rate increased for Wisconsin Electric Power Company, Wisconsin Public Service Corporation, and Alliant. The complaint rate decreased significantly for Madison Gas and Electric Company (-0.26) and Northern States Power Company (-0.06).
- Northern States Power Company had the lowest complaint rate for 2000 of all the larger utilities, replacing Wisconsin Public Service Corporation, which had held that distinction for the past several reports.
- There are higher complaint rates for electric utility customers than for gas utility customers.
- Ameritech (2.59), Wisconsin Electric Power Company (1.65), and CenturyTel (1.09) are the only utilities with complaint rates of over one per thousand customers.

Complaints by Major Utilities – 2000

	<u>1st Qtr</u>	<u>2nd Qtr</u>	<u>3rd Qtr</u>	<u>4th Qtr</u>	<u>'00 Total</u>	<u>'99 Total</u>
Telecommunications						
<u>Local Exchange Carriers</u>						
Ameritech	782	958	2,458	1,432	5,630	3,696
GTE	113	117	143	85	458	525
CenturyTel	71	56	66	200	393	226
<u>Interexchange Carriers</u>						
AT&T	291	373	413	301	1,378	621
MCI	163	144	133	134	574	738
Sprint	22	23	31	25	101	94
Energy Utilities						
<u>Gas Only</u>						
Wisconsin Gas	41	122	166	154	483	373
Wisconsin Fuel & Light	2	0	2	2	6	12
<u>Gas and Electric</u>						
Wisconsin Electric Power	146	718	677	234	1,775	1,581
Wisconsin Public Service Corp.	22	100	100	22	244	219
Northern States Power	17	41	41	24	123	148
Madison Gas & Electric	11	61	51	10	133	168
<u>Gas, Electric & Water</u>						
Alliant	42	126	80	42	290	273
Superior Water, Light & Power	1	6	10	6	23	28
Water Utilities						
Milwaukee Water	21	30	18	18	87	76

Complaints Per 1,000 Customers/Access Lines 2000

	<u>Access Lines¹</u>	<u>Total Complaints</u>	<u>Per 1,000</u> <u>2000</u>	<u>1999</u>
Telephone				
Ameritech	2,174,074	5,630	2.59	1.73
GTE	525,100	458	0.87	1.05
CenturyTel	359,145	393	1.09	NA
Natural Gas				
	<u>Customers²</u>	<u>Total Complaints</u>	<u>Per 1,000</u>	
WGC	537,977	483	0.90	0.72
WEPCO	398,508	118	0.30	0.38
WPSC	217,300	48	0.22	0.22
Alliant	154,083	49	0.32	0.31
MG&E	112,580	34	0.30	0.36
NSP	79,052	13	0.16	0.33
WF&L	49,831	6	0.02	0.24
SWL&P ³		2		
Electric				
WEPCO	1,006,013	1,655	1.65	1.50
Alliant	399,538	238	0.60	0.56
WPSC	384,465	196	0.51	0.46
NSP	222,049	110	0.50	0.56
MG&E	125,718	99	0.79	1.05
SWL&P ³		16		
Water				
Milwaukee Water	160,385	87	0.54	0.47

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cc: Jeff Butson
Bill Esbeck
Annemarie Newman
Paul Nelson

1 The most recent data is from 1999 annual reports. Data on number of customers is not available.

2 Customer data is from 1999 annual reports.

3 Customer data for Superior Water Light and Power is filed confidentially.

ATTACHMENT

2000 QUARTERLY COMPLAINT COUNT BY UTILITY TYPE

	TELE	ELEC	GAS	WATER/SEWER	NON-JUR/MISC
Billing and Credit	1,163	164	71	85	2
Service	490	39	10	6	1
Provider to Provider	13	0	0	0	0
Other	90	6	0	0	10
1st Quarter Total	1,756	209	81	91	13
Billing and Credit	1,168	847	210	64	1
Service	704	116	12	7	3
Provider to Provider	19	0	0	0	0
Other	90	5	2	0	9
2nd Quarter Total	1,981	968	224	71	13
Billing and Credit	1,496	736	228	55	7
Service	2,062	151	18	6	1
Provider to Provider	20	0	0	0	1
Other	112	10	2	2	6
3rd Quarter Total	3,690	897	248	63	15
Billing and Credit	1,468	265	180	69	7
Service	945	49	23	7	4
Provider to Provider	10	0	1	0	3
Other	130	7	4	2	3
4th Quarter Total	2,553	321	208	78	17
Annual Total	9,980	2,395	761	303	58

Note: Totals from the first two quarters may differ slightly from the previous reports, because some corrections have been made to previous recording errors.